



BENEFITS PROGRAM COORDINATOR / SENIOR BENEFITS PROGRAM COORDINATOR

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of professional and technical duties involved in the implementation and coordination of the City's Human Resources Department benefits programs; and to provide information and assistance to City staff and the public.

Distinguishing Characteristics:

Benefits Program Coordinator - This is the entry, professional level class in the Benefits Program Coordinator series. This class is distinguished from the Senior Benefits Program Coordinator by the performance of less complex duties. Assigned responsibilities in this class typically involve analytical research of a variety of employee benefits and retiree benefit programs; program presentation; and claims processing and resolution. Appointment to the higher level within the classification requires that the employee perform the full range of duties for a minimum of two years as a City of Tempe Benefits Program Coordinator with only occasional instruction or assistance as new or unusual situations arise and the employee is fully aware of the operating procedures and policies of the work unit.

Senior Benefits Program Coordinator - This is the advanced professional level within the Benefits Program Coordinator series. Employees within this class are distinguished from the lower level Benefits Coordinator by the performance of more complex duties. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from Benefits Program Coordinator level of this class, or when filled from the outside, require prior employee benefits experience.

Supervision Received and Exercised:

Receives general supervision from supervisory and management staff.

May provide lead direction to support staff in Benefits and Services as needed.

Examples of Duties:

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Duties may include, but are not limited to, the following:

- Respond to questions, concerns and inquiries from a variety of parties including employees, retirees, dependents, providers, and vendors; resolves problems regarding contract provisions and discrepancies.
- Participate in the Request for Proposal (RFP) process for insurance contracts, including development of RFP criteria and questions; and evaluation/scoring of vendor proposals.
- Plan, develop and implement new benefit programs and vendors.
- Review contracts and study impacts of new provisions on City plans and processes.
- Initiate research of state and federal rules and regulations affecting benefit plans; recommend possible changes and solutions to improve processes and plan provisions.
- Monitor all benefit plans and services provided for effectiveness through the use of research and analyses; identify problem issues and assist the Benefits Administrator in negotiating changes with vendors.
- Prepare audit procedures for all benefits programs and services; conduct audits of programs, contracts and claims processes.
- Respond to, and compile benefits surveys and related inquiries; gather and compile benefits survey data results.
- Research and interpret new legislation related to the City benefits program.
- Develop annual accrual rates on self-funded medical plan, employee contribution rates and health fund budget projections.
- Coordinate communication of overall benefits plans and services, including website, new hire benefits orientations, printed materials and compliance requirements.
- Support union negotiations by researching and compiling data requested by the negotiating team.

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Benefits Program Coordinator/Senior Benefits Program Coordinator (continued)

- Serve as primary point-of-contact for administering the Long-Term Disability and Catastrophic Leave program.
- Perform related duties as assigned.

Experience and Training Guidelines:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The hiring department may include job related experience, training or license and certification preferences at the time of recruitment. A typical way to obtain the knowledge and abilities would be:

Experience:

Benefits Program Coordinator

Two years of increasingly responsible paraprofessional human resources experience, of which, one year is in benefits administration.

Senior Benefits Program Coordinator

Three years of increasingly responsible benefits administration experience, of which two years must be current experience as a City of Tempe Benefits Program Coordinator.

Training:

For both the Benefits Program Coordinator and Senior Benefits Program Coordinator:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in human resources management, personnel management, public or business administration, or a related field.

This position is included in the City's classified service, pursuant to City of Tempe Personnel Rules and Regulations, Rule 1, Section 103.

Job Code: 2667/2668

FLSA: Exempt